

Eagle Watcher Manual

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Preface

Target audience

This manual was designed for network administrators, network consultants and Telcomanager partners.

To fully understand this manual, the reader should have intermediate knowledge on network management, TCP/IP protocol and SNMP protocol.

Conventions used in this manual

This document uses the following conventions:

Table 1. Manual conventions

Item	Convention
Selecting a menu item	Menu → Submenu → Menu item
Commands, buttons and keywords	Boldface font.

Chapter 1. Introduction

About

Eagle Watcher is a network management system focused on performance analysis.

The main technologies used are SNMP protocol, ICMP protocol and Cisco IP SLA Probes.

Main features

- Monitoring of any network device using SNMP v1, v2c and v3 protocols.
- Access to all system features through a web browser.
- High performance database for historical data storage.

Minimum requirements

These requisites are for the computers that will access the system through a web browser.

Hardware

- Processor Pentium 2 400 MHZ or above.
- 128 MB RAM memory.

Browser

- Internet explorer 9+.
- Chrome 4.0+.
- Firefox 7.0+.

Chapter 2. Basic concepts

SNMP Polling, summarization and graphs

The main technology employed on Eagle Watcher system is SNMP (Simple Network Management Protocol) protocol.

Eagle Watcher is capable of monitoring any equipment that runs a SNMP agent or even only responds to ping queries.

The SNMP protocol works with the equipment's MIB (Management Information Base). The MIB is a database that can be consulted to provide configuration and performance information. A SNMP agent controls access to the MIB and responds to SNMP queries at this database.

Chapter 3. Network

Overview

This tab provides an overview of all devices on your network.

At a quick glance, you can determine which device have an active alarm by looking at its color.

By clicking on a device, you have access to its dashboard.

Dashboard

This tab provides detailed information about a specific device.

Table 3.1. Overview

Field	Description
IP address	Device's IP address. This IP address should respond SNMP read queries for SNMP monitoring and ICMP echo requests for ICMP monitoring.
SNMP community	Device's SNMP community.
SNMP Version	Device's SNMP version.
Status	Device's availability. It checks if the device responds to ping queries.
CPU	The latest CPU utilization measured by Eagle Watcher.
Memory	The latest memory utilization measured by Eagle Watcher.

Table 3.2. Metadata

Field	Description
System description	The device description as returned by sysDescr OID.
System ID	The device ID as returned by sysObjectID OID.
Metadata Name	This field is only available if the device is associated with a metadata.
Last boot	Date and time the system was last booted.
IP address	The device IP Addresses as returned by ipAdEntAddr OID.
Number of network interfaces	The number of network interfaces as returned by ifNumber OID.

Table 3.3. Perfomance

Field	Description
Latency	The latest latency measured by Eagle Watcher.

Field	Description
Jitter	The latest jitter measured by Eagle Watcher.

This tab also provides a list of all currently activated alarms this device may have.

Table 3.4. Alarm

Column	Description
Alarm	Alarm's name.
Object	Object's name. It may be the device itself or one of its interface.
Start Time	The time of the first occurrence.
End Time	The time of the last occurrence. Displays - if the alarm has not ended.
Level	The level for the alarm.

At the bottom, there is a graph with the device's availability for the past 24 hours.

Click the **Export** button to generate a file in the selected format containing the collect's values.

Available formats for output:

- HTML
- CSV
- PDF

All graphics generated in Eagle Watcher have the export option.

Availability

This tab provides ICMP information about a specific device. Here you will find a graph for:

- Availability
- Drops
- Jitter
- Latency

Click the **Export** button to generate a file in the selected format containing the collect's values.

Class of service

This tab provides information about class of service metrics.

Utilization

This tab provides information about interface traffic metrics.

Click the **Export** button to generate a file in the selected format containing the collect's values.

CPU/Memory

This tab provides information about CPU and memory utilization.

Click the **Export** button to generate a file in the selected format containing the collect's values.

Probe

This tab provides information about the probes of the device.

Click the **Export** button to generate a file in the selected format containing the collect's values.

Chapter 4. Reports

To help you further with network management, Eagle Watcher provides many reports that give a consolidated view of several device metrics. The available reports are:

- **Availability:** provides information about ICMP metrics.
- **Class of service:** provides information about class of service metrics.
- **Utilization:** provides information about interface traffic metrics.
- **CPU/Memory:** provides information about CPU and memory utilization.
- **Probe:** provides information about probe metrics.
- **Performance:** provides information about the device's performance.
- **Configuration:** provides information about device's configuration.

You can choose the type report you want to generate. Available types are:

- **Graph.**
- **Table**

If the report is of **Graph** type, select the type of graph you want to display. Once the graphics are visible on the screen, you can generate a file with the collect's values, just choose the object, select the file format and click the **Export** button.

If the report is of **Table** type, select the curve that will be displayed.

The first 5 reports will provide the minimum, average, maximum and the sum of the metric you choose. You can also choose the period of the report. The available options are:

- **1 Day.**
- **1 Week**
- **1 Month**
- **3 Months**
- **1 Year**
- **2 Years**
- **5 Years**
- **Custom**

The Configuration report provides the current device configuration. Define the period you want to analyze and the number of changes that will be displayed. By default, will be displayed the last three settings for each device. This value can be changed in the **TOP** field.

Chapter 5. Alarm

This tab provides a list of all currently activated alarms.

You can also filter the alarms that will be displayed on the screen according to the group they belong to, the date they were active, and the name of the alarm.

Table 5.1. Alarm

Column	Description
Alarm	Alarm's name.
Object	Object's name.
Start Time	The time of the first occurrence.
End Time	The time of the last occurrence. Displays - if the alarm has not ended.
Level	The level for the alarm.

Chapter 6. Map

This tab provides a graphical representation of the devies. Devices are represented as graphical icons and change colors based on alarms.